

These are challenging times for all Michigan citizens, residents, businesses, and state and local leaders. State government is especially challenged now to continue to find ways to do its business more efficiently and effectively. The Michigan Department of Transportation (MDOT) **Mission**, with its focus on economic benefit and quality of life, is perhaps more relevant now than ever before.

MDOT's Strategic Plan was developed to improve MDOT as an organization. The Plan consists of our **Mission, Vision** and **Values**, along with Strategic Goals and Objectives, which represent the key areas of focus for us as an organization for the next 12-36 months. This Plan is an updated version of our 2006 Strategic Plan. Revisions to our Plan have been made based on: (1) our accomplishments over the past few years; (2) on-going feedback from customers, partners, stakeholders and employees; and (3) a leadership scan of our current environment (challenges and opportunities) and emerging themes on both the state and national level.

MDOT's Strategic Plan aims at focusing our talents and energies to accomplish our **Mission** better than ever before in our long and celebrated history. Our updated Plan is intended to be user-friendly and actionable by each individual MDOT employee, work unit, division, region, and office.

So what are we waiting for? Let's get going!



Providing the highest quality integrated transportation services for economic benefit and improved quality of life.

FOCUSING OUR EFFORTS MDOT Strategic Plan



MDOT MISSION

Providing the highest quality integrated transportation services for economic benefit and improved quality of life.

MDOT VISION

MDOT is aware of customer/stakeholder transportation wants and meets their needs.

MDOT partners with others.

MDOT is continually getting better.

MDOT is an effective and efficient organization with an outstanding staff.

MDOT VALUES

Quality: Achieving our best within our resources.

Teamwork: Effective involvement of people.

Customer Orientation: Knowing our customers and understanding their needs.

Integrity: Doing the right thing.

Pride: In MDOT and the importance of our work.

BACKGROUND

FOCUSING OUR EFFORTS

MDOT Strategic Plan



MDOT's Strategic Plan was developed to improve MDOT as an organization. It is intended to a 'road map' for our organization to drive and chart our future course. The Plan consists of our **Mission**, **Vision** and **Values**, along with Strategic Goals and Objectives. Our **Mission** describes our overall purpose, answering the question, "Why does MDOT exist?" Our **Vision** describes the kind of organization we are striving to be. Our **Values** describe our guiding principles of behavior as we move toward our **Vision** and accomplish our **Mission**.

In March of 2006 we launched our Strategic Plan in response to an identified set of directions, challenges, opportunities, and in an environment that existed then. That Plan also called for the leadership of the organization to make periodic evaluation of our progress towards achieving our strategic goals and to adjust organizational direction as necessary. Consistent with that direction, we have made revisions to our Plan in order to refresh and refocus our strategic energy for the next 12-36 months. These revisions are based on: (1) our accomplishments over the past few years; (2) on-going feedback from customers, partners, stakeholders and employees; and (3) a leadership scan of our current environment (challenges and opportunities) and emerging themes on both the state and national level.

Our revised Strategic Goals and Objectives represent the key areas of focus for us as an organization for the next 12-36 months. You will notice that our high-level **Mission**, **Vision**, **Values** and Strategic Goals have not changed. We have revised some of the goal statements to better reflect our current reality and intended focus. We have also significantly reduced the number of objectives, reflecting not only the shorter time period for continued implementation (12-36 months) but also the reality that we need to focus our efforts on the most important opportunities for strategic improvement. Some of our major accomplishments are shown on the insert page, along with active links to additional information regarding these accomplishments.

STRATEGIC GOALS AND OBJECTIVES

LEADERSHIP

Goal

Align the organization to carry out the MDOT mission, achieve the vision and demonstrate the values.

Objectives

- Establish clear, measurable and aligned performance goals across the organization to support the strategic plan.
- Evaluate organizational progress toward achieving the strategic plan and adjust organizational direction as necessary.

CUSTOMERS

Goal

Understand our customers' most important needs to achieve improved products, programs and services.

Objective

- Be responsive to customer feedback to improve public perceptions and attitudes about MDOT's performance.

SYSTEM FOCUS

Goal

Provide cost-effective, integrated and sustainable transportation solutions.

Objectives

- Apply asset management principles to prioritize and implement the most cost-effective transportation investment strategies.
- Optimize the value of transportation investments by employing sustainable solutions that reduce congestion, energy use, emissions and life cycle costs that support job creation and improved quality of life.

SAFETY

Goal

Move Michigan toward zero deaths through the incorporation of safety in all our transportation efforts.

Objectives

- Foster communication, coordination and collaboration with our public and private safety partners to achieve the goal.
- Prioritize MDOT safety investments toward those with the highest probability to move us toward the goal of zero deaths.

PARTNERS

Goal

Utilize collaboration to support MDOT's Strategic Plan.

Objective

- Foster and sustain partnerships that create organizational efficiencies and optimize the contribution of transportation investments to Michigan's economy.

EFFICIENCY & EFFECTIVENESS

Goal

Achieve improved organizational results by continuing to enhance products, processes, and culture.

Objectives

- Pursue organizational efficiencies that lead to investing more in the transportation system.
- Improve organizational effectiveness, including developing and delivering programs on-time, on-budget and with quality.

WORKFORCE

Goal

Recruit, develop, and retain a high performing workforce.

Objectives

- Target training and development solutions that contribute to improved organizational performance and enhanced employee skills.
- Use workforce planning to increase flexibility in the workplace.
- Value our employees in our words and actions.

IMPLEMENTATION PRINCIPLES

How will we implement this Plan? Here are some guiding principles: First, we will look to our **Mission**, **Vision**, and **Values**. Second, implementation is everyone's responsibility. We will implement this Plan at all levels and across all areas of the organization. Third, we will establish measures and targets for each of our objectives, and we will chart our progress as we move forward.

How can each of us do this? We suggest this simple approach:

1. Review the Goals and Objectives and ask yourself, "How do these apply to my position and to my work area?"
2. Determine one or two key actions that you (and your work area) can take to advance the goals and objectives.
3. Establish the measures and targets you will use to determine if your actions will advance the goals and objectives. (Department-wide measures and targets have been set for two goals - click the link below to view more implementation guidance).
4. Implement the necessary actions.
5. Measure and track your progress.
6. Adjust your plan and actions as necessary.

[Strategic Plan Implementation Guidance.pdf](#)

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